

The Greene Homeowners Association Board of Directors Meeting (Open)

Called Meeting

DATE: January 28, 2020
TIME: 7:00pm
LOCATION: Clubhouse

1. Call to Order
 - a. Time: **7:05 pm**
 - b. **Attendees:** Clinton Franklin (President), Susan Cluse (1st VP), Juanita Lesmes (2nd VP), Elizabeth Wilson (3rd VP), Camille Galbraith (Treasurer), Ken Daniels (Secretary), Thomas Armstrong (PMG Manager)
 - c. **Absentees: None**
2. Members Forum
 - a. **Hannah Olsen** (614 Old Country Rd)
 - i. Has received no response from the board to two emails regarding playground. No line item for playground in budget, amounts were low. What is status of repairs? Has two young kids, and playground is a big draw. Beam appears to be replaced. Who replaced the beam and what were the standards?
 - ii. **Susan:** For budget discussions, it was decided that pool took priority over playground
 - iii. **Clinton:** Recalls receiving one email from Hannah, but not a subsequent one. Repairs to the beam are now stable. Tom Armstrong looked at the repairs with Clinton. We received a letter that the swings were out of compliance with safety regulations, so they have been put out of commission. I don't think there was a specific line item in the 2020 budget for the playground.
 - iv. **Hannah:** The only categories in the budget that could be related to playground might be Grounds/Landscaping or Common Area Maintenance, which was only \$3,700, which seemed low for the year.
 - v. **Clinton:** Yes, \$3,700 wouldn't cover the playground. The money isn't lost. The playground is an attraction. We've made the playground safe; another homeowner has asked why everything is on the north end and would like to see something on the south end, so there are competing priorities. The pool also needs repair and needs to be filled up every third day, even before evaporating season. The playground equipment won't be forgotten, but the pool needs to be prioritized at this point. At least the playground is safe.
 - vi. **Liz:** Ramon (Sacate Landscape) replaced beam; a lot of the wooden rails; and the wood at the bottom to make the playground safe. Also repainted and treated it.
 - b. **Mr. Lesmes:** Asked about monthly dues payments and coupon books
 - i. How do I send my January dues as I received the coupon book on January 28 with a payment deadline of January 1?
 - ii. **Mr. Combs** (708 Carriage Way): Multiple addresses, not sure which addresses are correct.
 - iii. **Ms. Byun** (823 Middle Run Ct): Misspelled name on coupon books, bank being drafted, still open balance.
 - iv. **Thomas:** Would like to meet with each person individually regarding their accounts
 - v. **Ken:** Townsq.io website shows up-to-date account balances for me as of last week, so I encourage you to go to www.townsq.io and sign up using the account number printed on the letters PMG sent you.
3. Approval of Minutes (Motion by Ms. Cluse, seconded by Ms. Lesmes)
 - a. September 24, 2019: **Approved** (5-0)
 - b. November 5, 2019: **Approved** (5-0)

c. December 15, 2019: **Approved** (5-0)

4. Reports

a. Grounds (**Ms. Lesmes**)

- i. Fence is finally done. Was short; they took it out and redid it. Replacing special lock.
- ii. Signs for tennis court are up and done
- iii. **Liz**: Ramon (landscaper who does mowing) did tree cutting from low to high; cut around lights, both sides done, still more to be done by Wheatland and by ranger's house. Cut out dead limbs, should be stronger and healthier.
 1. **Thomas**: What was scope of Ramon's work? Was there a quote for his work? Thomas receives bills but doesn't know whether it was authorized.
 2. **Liz**: Scope: all the trees needed to be trimmed, walkways done.
 3. **Clinton**: Landscaping budget did not include tree trimming budget this year. Tree trimming budget is separate from mowing budget.
 4. **Thomas**: The tree maintenance budget is \$10,500, so what Ramon is doing comes out of that?
 5. **Liz**: Correct. Trying to stay under budget in case of emergency.
 6. **Camille**: \$2300 spent specifically on tree trimming and hauling of branches. Also included planting flower beds.
 7. **Thomas**: When landscaper submits invoice, needs to break out line items (e.g., tree trimming and planting flowers) by general ledger budget category.
 8. **Mr. Combs**: Need to budget for replacing trees (e.g., three to six per year) that die due to wind storms etc. **Clinton**: Acknowledged; others have raised the same concern. Will consider it.
- iv. Painting has been started on the playground but is still in progress.

b. Clubhouse (**Clinton**)

- i. Camille found chairs on sale in December and purchased them; Mr. and Mrs. Lesmes assisted in the legwork. This is an effort to bring our clubhouse into the 21st century. To reserve the clubhouse, use the calendar at the bottom of our website at www.thegreenehoa.com

c. Financial Update (**Camille**)

- i. Operating account with Principal: \$18,044.10 (Principal)
- ii. Chase account (not yet transferred to Principal): \$20,355.02
- iii. Reserve (transferred): \$41,522.26
- iv. Special assessment (remaining): \$4,822.93
- v. **Tom Armstrong** financial questions:
 1. What is the category Furniture and Fixtures in the bank statement? **Clinton**: I don't know what that is. **Tom**: will need to research
 2. What is Leasehold Improvement of \$6,650? From prior management company? How much were the new chairs? **Camille**: \$1,100. **Tom**: If we're not told to amortize a purchase, we won't do so; it's an expense. \$1,100 doesn't seem like a large expense, probably no need to amortize.
 3. Who is your CPA? **Clinton**: Hastings. **Tom**: Maybe he came up with that (the above categories)
 4. What is the Insurance Claims Payable in balance sheet? **Susan**: outstanding payment for legal services that the board agreed needed to be paid. **Clinton**: But that wasn't for insurance. **Susan**: But it was a bill that we owed. That was a payment from December. **Clinton**: I will check.
 5. What is \$1,400 Security Deposit Held? **Clinton**: It's a security deposit to be paid back to the occupant of the ranger house 30 days after they leave the property.
 6. We'll need to contact accountant (Hastings) to verify income, liability, and equity for some of these categories.

d. Communications/Website (**Ken**)

- i. You may sign up for www.townsq.io using your account in the letter PMG sent all homeowners and also on our coupon books. You can view your account balance, make requests of the board,

make reservations, view financial documents and bylaws, etc. The board can use it to make announcements. We have just recently been granted access to these features.

- ii. **Susan:** Can you (PMG) provide orientation for TownSq? **Tom:** Pending. **Susan:** In the meantime, residents are very confused and want to see the information. We need some instruction and an ETA on when we can expect that. **Tom:** Maybe you're asking for a digital tutorial. **Susan:** Pending is not good enough.
- iii. **Mr. Combs** (708 Carriage Way): PMG suffers from poor management; is too buffered; has no good phone number to reach anyone; has failed in past four months. If it doesn't straighten out, he'll recommend a change. First time this has happened in 30 years.
- iv. **Susan:** Could we have a contact person from the board to help with communication between homeowners and PMG.
- v. **Mr. Combs:** How can we reach PMG when we have an issue?
- vi. **Thomas:** For next three months, focus phone calls only on me (682-325-5353); eventually customer service number to call is 214-368-4030 (main Dallas Headquarters); they can funnel requests to the appropriate party
- vii. **Mr. Lesmes:** Is there an email address we can send requests to and receive a response? **Tom:** I received your email but didn't have an answer for you yet.
- viii. **Ken:** I had a similar frustrating experience inquiring about TownSq administrative access.
- ix. **Mr. Combs:** PMG has a way to get a hold of all our members and tell them their payments are late, but we can't reach PMG. **Tom:** The overdue notices were not sent out with manager approval. **Mr. Combs:** They need to be told to stop. **Tom:** There should not have been any late notices.

5. Routine Business (**Clinton**)

a. Greene Committees

- i. Welcome (No one new has moved in)
- ii. Greene Beautification
 1. **Ms. Lesmes:** No updates
- iii. Architectural Control Committee (ACC)
 1. Formal Committee Member Nomination(s)
 - a. **Clinton:** We nominate Hannah Olsen to be part of the ACC.
 - b. **Hannah:** I accept.
 - c. **Clinton:** Though Ms. Shrum (612 Carriage Way) is not present, we propose for PMG to add her, Clinton (as liaison), and Hannah to the official ACC list. **Clinton:** I will send Ms. Shrum's email address to Tom.

6. New Business

a. HOA Management Update (**Tom**)

i. Account Updates

1. Updated the A/C report; in the last week, 62 accounts have been adjusted, including payments from November. Still a few that need to be chased down.
2. **Ken:** The board has promised there will be no late fees for November 2019 through January 2020. **Tom:** Depending on next week or so, might consider proposing to extend grace through February as well. **Susan:** PMG needs to finalize issues before February; PMG has already had three months to sort things out; we should hold PMG to reconcile the payments in January. **Mr. Combs:** I second that. **Susan:** I called PMG and spoke with an employee who wasn't able to answer whether my personal account was current; the PMG employee could not access my account; this is not good enough. **Tom:** Ok, fine. Any late payments by end of February that are not prodigals, we will need to track them down, and if there are any late charges, we will waive them. I have expressed myself vociferously to senior managers; this is the first time in my 15 years that an account has been this jumbled. **Susan:** Is The Greene late in paying management fees? **Ms. Lesmes:** No, The Greene has paid its management fees through December. **Susan:** Then we should receive some consideration. **Tom:** Could you write to me and to my vice president requesting consideration. **Susan:** Yes.

ii. Dues/Coupon Booklets

1. **Thomas:** Return address zip code is incorrect; should be 75266. PMG will send out replacement coupon books at no charge to The Greene.
 2. **Mr. Combs:** I spent three hours tracking down where to send the payment and made sure it was sent correctly, but I'm told it wasn't paid. **Tom:** I'll work with you directly on that.
 3. **Clinton:** As a board, we feel the pain of our members because we have the same pain
 4. **Mr. Combs:** I don't know who assigns the late fee, but I think mine was \$70. **Clinton:** We need to bring the meeting to and end to allow Tom to work with individual accounts and then go into executive session.
7. Set date and time for February 2020 Greene Board Meeting (**Clinton**)
- a. February 25
8. Adjournment: 8:19 PM